

## **MARC Riders Advisory Council Meeting**

July 19, 2018  
4:30 pm – 6:00 pm  
In Person  
Summary minutes

- I. Call meeting to order (Steve Chan, Chairman): Called to order at 4:39
- II. Introductions (Steve Chan)
- III. Review of June minutes (Christopher Field Secretary):
  - a No corrections
- IV. Review of June performance data (Katherine Read, MARC Assistant Chief Transportation Officer)
  - a Report attached.
  - b Questions:
    - i. All lines are having OTP issues. Please comment on the Brunswick line” Brunswick line is significantly impacted by freight interference. There has been a significant increase in freight traffic and some freight trains have been delayed outside the region.
    - ii. Cancellations and terminations: On 25 June locomotive failure on 880. When there is a problem with the last train, what happens? Attempted to get motor buses, but none were available. MTA has requested that Bombardier keep a spare locomotive and crew at Frederick and Brunswick.
    - iii. When are the passenger counts taken? The reported counts are taken on a single day, usually the second Wednesday, and reported as typical daily ridership. A request was made that the survey date be included on the report.
- V. Update on Penn Line track work and future plans (David Johnson (DJ), MARC Chief Transportation Officer):
  - a Current work on track 3, southbound track between Odenton and Bowie, will likely end late August. Then the work will shift to middle track north of Odenton.
  - b There will be minor schedule adjustments when the work shifts.
  - c Comment from Amtrak: In June, MARC had a higher on time record than either the Acela or Amtrak Regional service.
  - d Amtrak met with Maryland yesterday to discuss upcoming track work plans. There will be track work for the next four years that will result in a 135 MPH rating in 2021.
    - i. Work in 2019 will be on track 1, northbound, between New Carrollton and West Baltimore.
    - ii. Starting in 2019 through 2022, there will be a multi-year project for a second platform at New Carrollton using track 1. This will require new switches (interlocking) south of New Carrollton and will significantly increase operating efficiency. There will be room for a later addition of a fourth track.

- e Positive train control implementation will be finished by the end of 2018. This will require significant changes to the current schedule as trains will require more time to be turned.
- f Questions:
  - i. There was a plan for major service disruption in August because of switch work required near Penn Station. What is the status of that plan? The work was completed with minimal impact.
  - ii. What is the maximum speed of track 1? Answer 110 MPH.

VI. Potential WMATA strike and effects on MARC Train (DJ )

- a WMATA has voted to authorize a strike. A complete shut-down of WMATA will be disruptive.
- b MARC and VRE are operating at full capacity and will not be able to add much capacity to accommodate WMATA riders. Only 60% of Brunswick rides board at Union Station.
- c Questions:
  - i. Would MTA consider honoring WMATA passes.? Difficult to implement.
  - ii. Would a strike reduce MARC ridership because there would be limited ways to get from Union to the office? Don't know.

VII. Update on MARC Ticket Machines and Mobile ticketing (Katherine Read):

- a Ticket Machines:
  - i. In place by 29 June. Already have over \$1 million in sales. 84 calls reporting difficulty.
  - ii. On screen animation has been modified to provide more guidance. Must leave card in longer than many people do to read chip.
  - iii. On board cash sales dramatically reduced.
  - iv. Within a week or so, dispatch will have monitoring of machine so that when passengers claim a machine is not working, crews can confirm with dispatch.
  - v. The West Baltimore machine is on northside platform. Riders wish it were on the southside side. It needed to be under the eye of police and close to the camera.
  - vi. Machines can't be placed on platforms.
  - vii. There was a question as to why the machine in Odenton Station is in the building. The Odenton station building is open by remote access whenever there are trains.
  - viii. Machine at Monocacy has issues. Have had minor issues. Printer replaced.
- b Mobil Ticketing:
  - i. Alpha testing is done. Several bugs identified. Working to resolve them. Beta test delays to Monday. Two weeks for testing. Going live second week August. (Secretary comment: Beta testing and implementation were delayed.)

VIII. Old Business:

- a Status of bicycles on the train. 17 cars done. Now expect bikes to be permitted fall 2018 or by the end of the year.
- b Status of MARC tracker? GPS systems are being moved from cab cars to the locomotives. MARC tracker upgrades in progress. Time line report next month.

- IX. New Business, including questions and comments from guests:
- a Newer MARC 4 secondary doors open at Odenton without bridges. Management will look into this.
  - b Trains are taking a long time between Union and New Carrollton. Acela must slow significantly to transition from track 2 to track 1, north of New Carrollton. This delays the trains behind.
  - c How much capacity increase has there been? Have about 20 cars that could be used for service expansion. Oldest cab cars don't have PTC, so can't be cab car. One Penn Line train set to single level cars for MARC 3 car overhauls. Will be done by end of 2020.
  - d There was a complaint that crews have claimed to not know what is going on. Crews are the face of MARC. No point of contact.
  - e New rider guides (minor updates) are out. Version 1. A version 2 will come out after mobile ticketing goes live.

X. Meeting adjourned at 5:49 PM

Upcoming meetings (Third Thursday of each month 4:30 to 6:00)

August 16, 2018 Teleconference

September 20, 2018 In person

October 18, 2018 Teleconference

Reminder: E-mail rail car or station defects to Katherine Read – [kread@mta.maryland.gov](mailto:kread@mta.maryland.gov)

Attendance:

An "X" means present in the room.

A "P" means present by phone.

A "L" means late.

MRAC		Amtrak		CSX	
Atif Adam	X	Howard Carter	X	Dan Wagner	X
Brian Love	X	Mike Tierney		Joe Lisska	P
Carrie Blough	X	Justin Waldron	X	Marco Tura	
Charles Enders	P	Shaquana Stephens	X		
Cheryl Batis-Harris					
Christopher Field	X	<b>Bombardier</b>		<b>MTA</b>	
Corrine Lopez		Amika Anderson		Andrea Farmer	P
Dan Sutherland Weiser	X	Bill Egan		David Johnson	X
J.C. Hendrickson	X	Christopher Bostic		Dean Del Peschio	P
Joe Conny	X	Jeff Gaffney	X	Josh Wolf	
J.P. Carnes Stine	X	Josh McCormack	P	Katherine Read	X
Judah Prero	X	Lee Woodward	X	Kyle Nembhard	X
June Brandt	P	Matthew Sturgeon	X	Matt Mitchel	
Katina Dashiell		Sean McCarty	X	Paul Krysowaty	
Kelly Kopeikin				Thomasina Swilling	X
LaToya R. Griffin	P				
Steve Chan	X			Toby Johnson	
		<b>Guests</b>			
		John Morris	X		
		Charlie Scott			



# MARC Train Service On-Time Performance June 2018

		Month	Year to Date	Same Month 2017
Brunswick Line	Brunswick	88.55%	94.41%	95.60%
	Frederick	90.48%	94.24%	96.54%
	West Virginia	84.92%	92.76%	95.63%
	<i>Total Brunswick</i>	<b>87.98%</b>	<b>93.80%</b>	<b>95.92%</b>
Camden Line	Camden	<b>89.57%</b>	<b>92.18%</b>	<b>93.06%</b>
	<b>BTS OTP</b>	<b>88.83%</b>	<b>92.93%</b>	<b>94.38%</b>
Penn Line	Baltimore	87.50%	88.49%	89.07%
	Perryville	84.91%	85.03%	88.19%
	<b>Amtrak OTP</b>	<b>86.20%</b>	<b>86.76%</b>	<b>88.63%</b>
				<b>90.93%</b>
<b>MARC SYSTEM TOTAL OTP</b>		<b>87.50%</b>	<b>89.49%</b>	<b>90.93%</b>

## MARC On Time Performance Summary

June 2018

### Penn Line Weekday

**85.89% Month** **86.66% Year to Date**

84.13% AM Southbound (Trains 401-423)

**86.90% PM Northbound (Trains 426-448)**

91.53% AM Northbound (Trains 400-412)

81.63% PM Southbound (Trains 537-449)

*Trains below 90% (late more than twice, red-bold lower than 80%):*

409 (80% month, 94% YTD)	445 (85% month, 77% YTD)
412 (80% month, 88% YTD)	<b>447 (52% month, 87% YTD)</b>
413 (85% month, 88% YTD)	451 (85% month, 92% YTD)
416 (85% month, 94% YTD)	<b>453 (71% month, 90% YTD)</b>
<b>421 (72% month, 88% YTD)</b>	<b>511 (71% month, 83% YTD)</b>
<b>423 (61% month, 86% YTD)</b>	517 (85% month, 80% YTD)
427 (81% month, 93% YTD)	<b>525 (66% month, 83% YTD)</b>
<b>433 (71% month, 86% YTD)</b>	532 (85% month, 80% YTD)
<b>435 (70% month, 95% YTD)</b>	<b>544 (76% month, 76% YTD)</b>
440 (81% month, 88% YTD)	<b>634 (64% month, 75% YTD)</b>
443 (81% month, 92% YTD)	641 (80% month, 91% YTD)

*100% for month:* 400, 414, 418, 429, 431

### Penn Line Weekend

**86.23% Month** **94.13% Year to Date**

*(continued)*

## MARC On Time Performance Summary

June 2018

### Bombardier Transportation Services OTP (Brunswick and Camden Lines):

**88.83% Month**

**92.93% Year to Date**

#### Brunswick Line

**87.99% Month**

**93.81% Year to Date**

89.95% AM Eastbound

86.08% PM Westbound

*Trains below 90% (late more than twice, red-bold lower than 80%):*

870 (85% month, 95% YTD)

**879 (76% month, 91% YTD)**

873 (85% month, 95% YTD)

878 (85% month, 92% YTD)

**875 (76% month, 90% YTD)**

890 (85% month, 95% YTD)

**877 (76% month, 91% YTD)**

893 (81% month, 91% YTD)

*100% for month:*

891

#### Camden Line

**89.57% Month**

**92.18% Year to Date**

90.48% AM Westbound

93.88% PM Eastbound

*Trains below 90% (late more than twice, red-bold lower than 80%):*

840 (71% month, 92% YTD)

**853 (76% month, 87% YTD)**

841 (86% month, 89% YTD)

857 (71% month, 82% YTD)

844 (86% month, 93% YTD)

*100% for month:*

860

## **MARC On Time Performance – Discussion**

*June 2018*

MARC OTP continues to struggle due to a variety of issues.

Penn Line – Amtrak trackwork has now shifted to the southbound track between Odenton and Bowie, requiring trains to spot at both Odenton and Bowie on temporary platforms. This causes 5-10 minute delays to most trains, which customers have been notified about and the current timetable contains a disclaimer about this. About half of the Penn line delays this month were 10 minutes or less, as advertised. Amtrak trackwork also continues north of the MARC service area (between Philadelphia and Trenton and New York Penn Station), which delays Amtrak trains that in turn delay MARC Trains. Specifics on particularly low-performing trains:

- 421 – Continued conflicts with Amtrak 111. We have asked Amtrak to review why this continues to happen, since the emergency trackwork south of Philadelphia has been completed.
- 423 – Due to the trackwork, 421 is routinely held for Amtrak Acela 2107 and train 89 to proceed ahead between Bowie and New Carrollton. This will continue to be a conflict until the trackwork is completed. Amtrak prioritizes movement of Acela Express trains and Amtrak 89 has a strict schedule to get to Washington, change locomotives, and meet their operational window on CSX south of Washington to Richmond, the Carolinas, and Savannah, Georgia
- 433 – Conflicts with Amtrak Acela 2155 and train 95. We have asked Amtrak to review this conflict, especially since we adjusted 433's schedule (5 minutes earlier) to keep this from happening.
- 435 – Numerous unrelated issues, no pattern of a specific problem.
- 447 – Train is routinely delayed due to the volume of southbound traffic in this timeframe (Three Amtrak trains and one other MARC Train). If one of these trains is even slightly late, 447 takes the hit.
- 453 – Holding to follow several late Amtrak trains. We have asked Amtrak to review these issues, especially since Amtrak 55 (one of the main conflicts) does not stop at BWI and thus can operate on Track #2).
- 511 – This train has been operating with a student engineer, under the direct supervision of a veteran engineer. Most of the delays were due to the student engineer needing extra time to properly spot the train on the temporary bridge plates at Odenton and Bowie. It is important for student engineers to get operational time under adverse/unusual conditions. While this causes temporary inconvenience, it is essential to ensure that these students get the real-world experience they need to become engineers.
- 525 – Holding to follow several late Amtrak trains. We have asked Amtrak to review these issues,

- 544 – Holding to follow Amtrak Acela 2126 at West Baltimore. This conflict should no longer be an issue since effective July 9, Acela 2126 now departs 10 minutes later.
- 634 – Trackwork-related delays between New Carrollton and Bowie, which results in delays near Martin Airport due to MARC 536. These delays will continue until the trackwork ends.

Penn Line Weekend service – OTP is lower primarily due to the trackwork and delays resulting from holding for Amtrak trains.

Brunswick and Camden Lines – The freight train interference delays on the Camden Line have now spread to the Brunswick Line. MARC Train management has scheduled a meeting with CSX management regarding train performance and the need for improvement. There were also several Charger-related initial terminal delays due to improper setup issues and continuing efforts to train crews on how to properly set up these locomotives.





	Brunswick Line				Camden Line				Penn Line			
	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays
ACCIDENT	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
COMMUNICATION/SIGNALS	80	5	5.2%	8.6%	27	2	2.3%	3.1%	405	23	12.9%	8.8%
CREW	33	2	2.1%	3.4%	0	0	0.0%	0.0%	95	6	3.0%	2.3%
DEPARTMENTAL COMMUN.	30	1	1.9%	1.7%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
DISPATCHER/INTERFERENCE	1002	34	64.6%	58.6%	538	42	45.7%	64.6%	1414	142	44.9%	54.4%
MECHANICAL-EQUIP.	210	5	13.5%	8.6%	160	4	13.6%	6.2%	302	13	9.6%	5.0%
MECHANICAL-HUMAN ERR.	10	1	0.6%	1.7%	0	0	0.0%	0.0%	66	2	2.1%	0.8%
PASSENGER	7	1	0.5%	1.7%	0	0	0.0%	0.0%	41	4	1.3%	1.5%
SECONDARY DELAY	39	1	2.5%	1.7%	320	7	27.2%	10.8%	283	14	9.0%	5.4%
SECURITY	0	0	0.0%	0.0%	16	1	1.4%	1.5%	0	0	0.0%	0.0%
TRACK/CATENARY	15	1	1.0%	1.7%	79	4	6.7%	6.2%	497	56	15.8%	21.5%
WEATHER	124	7	8.0%	12.1%	37	5	3.1%	7.7%	45	1	1.4%	0.4%

## MARC Train Cancellations and Terminations

June 2018

<u>Date</u>	<u>Line</u>	<u>Train</u>	<u>Cause</u>	<u>Synopsis of Situation</u>
6/1/2018	P	428, 447	Mechanical - Equipment & Secondary Delay	Train 428 cancelled due to diesel locomotive failure. Passengers accomodated on Trains 430 and 532. Train 447 cancelled due to cancellation of Train 428, passengers accomodated on Amtrak 85.
6/11/2018	P	548	Mechanical - Equipment	Terminated at Odenton due to diesel locomotive failure. Rescue trainset dispatched from Baltimore to complete trip.
6/12/2018	P	407	Secondary Delay	Cancelled due to above failure previous evening. Passengers accomodated on Trains 505 and 409.
6/12/2018	C	849	Mechanical - Equipment	Cancelled due to diesel locomotive failure. Passengers accomodated on Train 851
6/12/2018	B	875, 879, 881	Dispatcher/Interference	CSX freight train experienced major mechanical failure west of Harpers Ferry and unable to move. Train 875 terminated at road crossing east of Duffields, passengers transported by EPTA bus. Trains 879 and 881 terminated at Brunswick, passengers transported by EPTA bus.
6/13/2018	P	413	Mechanical - Equipment	Cancelled due to diesel locomotive failure. Passengers accomodated on Trains 511 and 415.
6/25/2018	B	878	Mechanical - Equipment	Cancelled due to diesel locomotive failure. West Virginia passengers had to seek alternate transportation to Brunswick to board Train 880
6/25/2018	B	894	Mechanical - Equipment	Departed Frederick over one hour late due to railcar mechanical problem. Passengers east of Monocacy accomodated on Train 880. Train operated discharge-only east of Monocacy to Washington.
6/25/2018	P	438	Mechanical - Equipment	Cancelled due to electric locomotive failure. Passengers accomodated on Trains 536 and 440.
6/26/2018	P	413	Mechanical - Equipment	Cancelled due to diesel locomotive failure. Passengers accomodated on Trains 511 and 415.

## MARC Train Cancellations and Terminations

June 2018

<u>Date</u>	<u>Line</u>	<u>Train</u>	<u>Cause</u>	<u>Synopsis of Situation</u>
6/29/2018	P	Multiple	Track/Catenary and Dispatcher/Interference	Several trains delayed 25-45 minutes due to switch and signal failure between Odenton and BWI Rail Station. Northbound trains 634, 536, 438, 440, 642, and 544 delayed
6/29/2018	P	445,447	Dispatcher/Interference	Trains cancelled due to above switch/signal problems. Nothbound trains had to operate on middle track requiring southbound track to be temporarily closed. Passengers accomodated on delayed Train 449.
6/29/2018	P	446, 448	Secondary Delay	Trains severely delayed due to late operation of southbound trains due to above problems
6/29/2018	B	895/883	Secondary Delay	Train 883's equipment was trapped in Baltimore due to above Penn Line signal problems. Train 895 held 45 minutes to operate as a combined 895/883. EPTA buses met train 895 at Point of Rocks to transport passengers to Brunswick and West Virginia.
6/29/2018	C	Multiple	Track/Catenary and Dispatcher/Interference	Multiple trains delayed 25-55 minutes due to switch and signal failure at Greenbelt. Trains 852 and 858 were cancelled due to no available equipment or crew.

**MARC Train Service**  
**Weekday Station Boardings Comparison Report**  
**June 2018 vs. June 2017**

<b>Penn Line</b>	<b>North 2018</b>	<b>South 2018</b>	<b>Total 2018</b>	<b>North 2017</b>	<b>South 2017</b>	<b>Total 2017</b>
Perryville	0	141	141	0	121	121
Aberdeen	0	188	188	0	184	184
Edgewood	0	238	238	0	199	199
Martin Airport	7	318	325	7	202	209
Penn	246	3,473	3,719	60	3,057	3,117
West Baltimore	2	622	624	6	636	642
Halethorpe	15	1,303	1,318	7	1,191	1,198
BWI	74	2,410	2,484	74	2,158	2,232
Odenton	113	2,556	2,669	95	2,305	2,400
Bowie	103	543	646	91	577	668
Seabrook	41	384	425	35	380	415
New Carrollton	612	568	1,180	454	582	1,036
Washington, Union Station	11,598	0	11,598	10,218	0	10,218
<b>Totals</b>	<b>12,811</b>	<b>12,744</b>	<b>25,555</b>	<b>11,047</b>	<b>11,592</b>	<b>22,639</b>

<b>Camden Line</b>	<b>East 2017</b>	<b>West 2017</b>	<b>Total 2018</b>	<b>North 2017</b>	<b>South 2017</b>	<b>Total 2017</b>
Camden	0	453	453	0	393	393
St. Denis	0	7	7	0	12	12
Dorsey	21	518	539	22	618	640
Jessup	0	1	1	0	0	0
Savage	23	352	375	28	404	432
Laurel Race Track	0	3	3	0	2	2
Laurel	48	516	564	60	687	747
Muirkirk	34	370	404	32	390	422
Greenbelt	39	22	61	44	32	76
College Park	158	38	196	145	27	172
Riverdale	21	70	91	13	49	62
Washington, Union Station	2,125	0	2,125	2,275	0	2,275
<b>Totals</b>	<b>2,469</b>	<b>2,350</b>	<b>4,819</b>	<b>2,619</b>	<b>2,614</b>	<b>5,233</b>

<b>Brunswick Line</b>	<b>East 2018</b>	<b>West 2018</b>	<b>Total 2018</b>	<b>East 2017</b>	<b>West 2017</b>	<b>Total 2017</b>
Washington, Union Station	0	3,087	3,087	0	3,218	3,218
Silver Spring	36	507	543	31	530	561
Kensington	172	14	186	139	25	164
Garrett Park	57	1	58	51	1	52
Rockville	201	203	404	216	318	534
Washington Grove	52	2	54	48	3	51
Gaithersburg	508	28	536	481	37	518
Metropolitan Grove	297	9	306	278	14	292
Germantown	1,005	18	1,023	863	19	882
Boyds	17	0	17	18	0	18
Barnesville	93	0	93	87	0	87
Dickerson	28	0	28	25	0	25
Point of Rocks	322	0	322	395	0	395
Monocacy	349	0	349	167	0	167
Frederick	121	0	121	98	0	98
Brunswick	432	1	433	544	0	544
Harpers Ferry	54	0	54	59	0	59
Duffields	103	0	103	114	0	114
Martinsburg, WV	100	0	100	147	0	147
<b>Totals</b>	<b>3,947</b>	<b>3,870</b>	<b>7,817</b>	<b>3,761</b>	<b>4,165</b>	<b>7,926</b>

**MARC Train Service  
Penn Line Station Boardings Report  
Saturday, June 16, 2018**

<b>Station</b>	<b>North</b>	<b>South</b>	<b>Total</b>	<b>Line Percent</b>	<b>System Percent</b>
Martin Airport	0	23	<b>23</b>	1%	1%
Penn	0	1,478	<b>1,478</b>	33%	33%
West Baltimore	8	71	<b>79</b>	2%	2%
Halethorpe	11	93	<b>104</b>	2%	2%
BWI	45	329	<b>374</b>	8%	8%
Odenton	47	206	<b>253</b>	6%	6%
Bowie	32	18	<b>50</b>	1%	1%
Seabrook	0	0	<b>0</b>	0%	0%
New Carrollton	149	37	<b>186</b>	4%	4%
Washington, Union Station	1,968	0	<b>1,968</b>	44%	44%
<b>Totals</b>	<b>2,260</b>	<b>2,255</b>	<b>4,515</b>	<b>100%</b>	<b>100%</b>

**MARC Train Service  
Penn Line Station Boardings Report  
Sunday, June 17, 2018**

<b>Station</b>	<b>North</b>	<b>South</b>	<b>Total</b>	<b>Line Percent</b>	<b>System Percent</b>
Martin Airport	0	14	<b>14</b>	0%	0%
Penn	0	1,005	<b>1,005</b>	32%	32%
West Baltimore	0	46	<b>46</b>	1%	1%
Halethorpe	4	53	<b>57</b>	2%	2%
BWI	26	340	<b>366</b>	12%	12%
Odenton	11	136	<b>147</b>	5%	5%
Bowie	8	8	<b>16</b>	1%	1%
Seabrook	0	0	<b>0</b>	0%	0%
New Carrollton	94	16	<b>110</b>	3%	3%
Washington, Union Station	1,392	0	<b>1,392</b>	44%	44%
<b>Totals</b>	<b>1,535</b>	<b>1,618</b>	<b>3,153</b>	<b>100%</b>	<b>100%</b>